

# Policies and Procedures

## General Information

The policies and pricing identified in this document are subject to change. Please review with your Conference Service Manager any items that may affect your event. This list may not include all policies of Kalahari Resort for your program. For the most current version of this document please see [KalahariResorts.com/OH/conventions/tools](http://KalahariResorts.com/OH/conventions/tools)

### Attire

Event guests are asked to wear appropriate attire in the convention center. No swimwear (without cover-up), bare feet or bare chests are permitted.

### Amplified Music and Entertainment

To ensure the comfort of all Kalahari Resort clients and guests, advance written permission must be received for any amplified music or entertainment in any meeting room. We will work with you to place your event in a location least likely to affect others. Events with any form of amplified music or entertainment will be asked to adjust their volume if it is affecting other in-house events or guests. Kalahari Resort observes an 11 pm "Quiet Time" for all guest sleeping room areas. Kalahari Resort reserves the right to cease amplified music at any time.

### Guest Safety

To ensure the safety of all our guests, no portion of sidewalks, ramps, entries, doors, exits, corridors, hallways, lobbies, stairways, aisles or driveways can be blocked in any way. Public utilities, fire extinguisher cabinets, alarms, heating and air-conditioning vents, lighting fixtures and fire sprinkler systems may not be covered or tampered with.

### Banners, Signage and Decorations

Exhibitors, speakers, clients and other event participants must have prior approval from the Conference Service or Banquet Manager before affixing any decorations on ceilings, floors, walls, painted surfaces or lecterns. Only approved types of tape may be used. No stick pins of any kind can be used to affix signage or decorations. Please arrange the hanging of banners in advance with your Conference Service Manager. The hanging of banners will result in a labor charge to the final bill. All decorative materials must be made from nonflammable materials or treated and maintained in a flame-retardant condition. All signs must be printed. No handwritten signs are permitted.

### Live Animals

Kalahari Resort does not allow any live animals to be on the property unless it is a properly identified service animal or advanced written permission is granted.

### Ticketed Events

Kalahari Resort will charge a fee for ticketed events of 15% of the actual gross ticket sales. Ticket accountability must be discussed with Kalahari Resort prior to publicizing your event or the selling of tickets. Kalahari reserves final approval of all entertainment arrangements.

### Novelties and Merchandising

A 20% commission on gross sales will be paid to Kalahari Resort for any merchandise being sold by vendors not including those items that are sold from an exhibit booth as part of a trade and consumer show. Items may include but are not limited to clothing, photos and books. Kalahari reserves final approval of any items offered for sale.

### Sales & Use Tax License

Any individual, partnership, corporation or other organization making retail sales or products or taxable services in Ohio is required to have a sales and use tax license. Application forms can be obtained from the Ohio Department of Taxation. Food and Beverage items in any form or packaging can not be sold without written permission of Kalahari Resort.

### Raffles

Organizations having their event at Kalahari Resort are expected to follow Ohio State Law (O.R.C. 2915.092) in regard to raffles.

# Policies and Procedures

## No Soliciting

Kalahari Resort does not permit clients or any agent of your event solicit to our guests or staff. No materials can be displayed outside of the area of your event. All promotional materials must be approved by Kalahari Resort.

## Exclusive Services

Kalahari Resort has exclusive vendor service agreements for Security, Audio Visual and Trade Show Decorator services. A list of preferred vendors for many additional services is available upon request. Please speak to your Conference Service Manager if you are in need of these services.

## Keys to Rooms

One RFID key will be provided at no charge for meeting rooms designated for storage or as an office. Additional RFID keys can be provided for a \$10 per RFID key charge. A fee of \$100 will be charged for any lost RFID keys. Any meeting room can be locked by Conference Services by dialing HELP from a house phone. Kalahari Resort is not responsible for lost or stolen items in any meeting space, public area or parking lot.

## Food and Beverage

### Guarantee Due Dates

#### Day of the event

Monday, Tuesday, Wednesday  
Thursday  
Friday  
Saturday  
Sunday

#### Day guarantee is due by 12 noon

Preceding Friday  
Preceding Monday  
Preceding Tuesday  
Preceding Wednesday  
Preceding Thursday

### Actual Counts and Meal Tickets

At client's request, Kalahari Resort will collect meal tickets for an additional charge. Your group will be billed according to either the number of meals actually served or the number of the guarantee, whichever is greater, regardless of the number of tickets collected.

### Percentage Over Guarantee

Kalahari Resort may prepare the lesser of 5% or 25 extra meals above the final guarantee number. We reserve the right to choose to make vegetarian or comparable substitutes for these "extra" meals. Your group will not be charged for these extra meals unless they are served.

### Service Charge

All billable items (excluding meeting room rental) are subject to a taxable 21% service charge and 6.75% sales tax.

### Standard Centerpiece and Linen

Plated and buffet dinners include a 12" round mirror and candle on each table. Kalahari Resort uses sandalwood table linen and brown linen napkins. Additional colors are available for a charge and must be ordered in advance.

### Food Restrictions

Kalahari Resort does not permit outside food and beverage to be brought into any function space. All food and beverage served or consumed on the premises must be purchased, prepared and served by Kalahari Resort. Unused banquet food or beverages cannot be taken from the function space. At the conclusion of the function such food and beverages remains the property of Kalahari Resort.

# Policies and Procedures

## Multi Entrée Fee and Buffet Minimums

Split entrée choices for a group are available at a \$1 per person charge per split and guarantees for each entrée are required. See Banquet Menu for buffet minimums.

## Meal Identification

Color coded meal tickets are required for multiple entrée plated functions and may be provided by Kalahari Resort. Groups wishing to use their own meal ticket must have pre-approval of identification method by Kalahari Resort.

## Bar Charges per Bar

A \$350 sales minimum is required on all host bars, \$300 sales minimum on all cash bars, or a \$150 set-up charge will apply. Kalahari Resort typically provides one bartender for each 75-100 people.

## Dietary Restrictions

Special meals for dietary and religious reasons are available. Requests and counts are due to your Conference Service Manager along with guarantees for meal function.

## Sleeping Rooms

### Sleeping Room Blocks

A group block of sleeping rooms is not a guarantee that the rooms will be next to or near each other.

### Sleeping Room Deposits and Cancellation Charges

All individual reservations require a one night (plus tax and resort tax when applicable) deposit at the time the reservation is made. This can be paid with a credit card, check or approved purchase order. No personal checks are accepted at check in. Reservations cancelled 72 hours or more in advance of arrival will receive a full refund, less a \$25 processing fee. Cancellations less than 72 hours prior to arrival will forfeit the entire deposit. An "early check out" fee of one night's room and tax will be charged for departing before your arranged departure date. All sleeping rooms are subject to an 13.75% sales and room tax unless being paid by an authorized and documented tax exempt organization.

### Check In and Check Out

Check in time begins at 4 pm and check out is 11 am.

### Credit Card Authorization Form

Rooms being paid for with a credit card of an individual not staying in the room will require a Credit Card Authorization form to check in. This form gives the guest explicit authority to stay in the room by the credit card owner. This form is required regardless of relationship of the two parties.

## Audio Visual

### Service Charge

All billable items (excluding room rental) are subject to a taxable 21% service charge and applicable state and local taxes.

### Outside Audio Visual Equipment

Kalahari Resort is the exclusive provider of all audio visual equipment (except computers). No equipment may be brought into the meeting spaces of the resort without advanced written authorization. Exceptions to this may incur a charge.

### Selecting Audio Visual Equipment

Kalahari Resort can provide you with a wide selection of state of the art equipment. AV needs should be identified in advance of your event to ensure availability of equipment and the proper set up of your function space. Credit will not be given for audio visual ordered but not used. Additional charges may apply for add-on audio visual.

### Connecting to House Sound

Only Kalahari staff may connect any equipment to the house sound system. Labor charges will be incurred for Audio Visual technician's assistance in making such connections. Arrangements should be made in advance through your conference services manager.

# Policies and Procedures

## Audio Visual Technician Fees

Labor fees for audio visual technicians may be charged based on client's request. See Conference Service Manager for current prices.

## Broadcast Rights and Recording

Kalahari Resort reserves all rights and privileges for outgoing radio, Internet and television broadcasts originating from the resort for the duration of your event. You may request the rights and privileges to broadcast. No audio or visual recording of any kind may be made of your events without the prior approval of Kalahari Resort. Kalahari Resort reserves the right to require payment for granting these rights and privileges to broadcast and/or record events.

## Broadcast Proprietary Material

Clients holding events at Kalahari Resort shall obtain all necessary licenses and shall pay all costs and fees arising from the use of copyrighted music or dramatic materials, or any other proprietary subject to any trademark, patent or proprietary right which is used or incorporated in the event (including but not limited to ASCAP, BMI, etc). Client shall indemnify, defend and hold Kalahari Resort harmless from any liability, claims, or costs, including attorney's fees, arising from the use of any such materials or any claim of infringement or violation of the right of the owner.

## Exhibitors

### Vehicles and Large Equipment

To protect the carpet of the Convention Center ballrooms, all vehicles, heavy equipment and forklifts must be pre-approved before your event. Vehicles and large equipment can not be placed in the ballrooms without the supervision of a Kalahari staff member. Proof of insurance to cover damages must be provided by the client or exhibit decorating company. Vehicles must have only a quarter tank or less of fuel. Batteries must be disconnected and plastic must be placed under the vehicle. Any display booth item over 50 pounds must be brought in through the loading dock entrance.

### Tables and Chairs for Tradeshows

Events utilizing a decorating company must order tables and chairs through the decorator. Kalahari Resort will not provide tables and chairs to exhibitors without a fee. For table top exhibit rooms, all tables must be skirted and the first four tables are no charge. Each table after four will cost \$35 per day plus applicable services charge and taxes.

### Storage, Delivery and Shipping

Kalahari Resort will charge handling fees for packages being shipped to or from exhibitors. Kalahari Resort will not accept freight deliveries for tradeshows. Freight and drayage must be arranged through your decorating company. After your event, exhibitors and the decorating company are responsible for arranging the shipping of any freight. The Business Center can assist in the shipping of materials after your event. Please call the Business Center (ext. 34282) for current handling fees and charges for shipping and receiving packages. Kalahari Resort is not responsible for outgoing shipments or for shipping fees.

### Utilities

Wall and building outlets can only be used by clients or exhibitors with the assistance of Kalahari Resort staff. Electrical service supplied to an exhibitor shall not be shared with any other exhibitor. All equipment must comply with federal, state and local safety codes. Requests for special electrical connections must be received a minimum of 14 days in advance.

### Exhibitor's Samples

Exhibitors may distribute food/beverage samples relevant to their business with prior approval from your Conference Service Manager. Exhibitors distributing samples must sign a release of liability waiver. Food/beverage samples not relevant to an exhibitor's business must be purchased through Kalahari Resort. There will be a chef's fee when Kalahari Resort staff or equipment is used to prepare or store exhibitor's food items.

### Fire Exits

Exhibits and displays can not block any marked fire exit doors, extinguishers, or hallways. A floor plan of the exhibit floor should be supplied to Kalahari Resort 30 days before arrival for approval.

### MSDS Sheets

OSHA requires that Kalahari Resort has on file a Material Safety Data Sheet for any chemical brought into the facility. Exhibitors displaying or using any chemicals are required to provide Kalahari Resort with MSDS sheets for each chemical they are using.

# Policies and Procedures

## Financial Information

### Payments

Payments and advance deposits should be made out to "Kalahari Resort". Payments can be sent to 7000 Kalahari Drive, Sandusky, OH 44870. Please be sure all payments have noted on the check the date as well as the name of the function or conference for which it is to be applied.

### Direct Bill

Kalahari Resort reserves the right to grant direct bill privileges. Direct Bill applications should be received 90 days prior to your event. Clients in good standing may not require a new direct bill application for each new event. If previous events were more than 2 years prior a current application will be required. By filling out a Direct Bill application you authorize Kalahari Resort to check your organization's credit history.

Typically, Direct Bill privileges will not be granted to clients with less than \$1,000 billable charges. For groups that are not granted Direct Bill approval a 14 day advance payment or payment by credit card will be required.

A deposit of 10% of the estimated charges will be due for all Direct Bill accounts at the time the contract is signed or 45 days prior to your event, unless a higher amount or a multi-date deposit plan has been required by contract.

Any outstanding balances (exclusive of disputed charges) will be due and payable upon receipt of an invoice. Clients will have 30 days after receipt of the invoice to dispute any charges. Kalahari Resort will work with the client in resolving any such disputed charges. If payment of any invoice is not received within thirty (30) days of the date on which it was due, the resort will impose a finance charge at the rate of the lesser of 1-1.5% per month (18% annual rate) or the maximum allowed by law on the unpaid balance commencing on the invoice date.

### Payment Guarantee

As a guarantee, Kalahari Resort requires Direct Bill clients to have a credit card on file as a back up form of payment. Outstanding balances of the master account not received within 30 days will be charged to this card plus any incurred finance charges.

### Tax Exempt Qualifications

Kalahari Resort strictly adheres to State of Ohio tax exempt laws and guidelines.

#### OHIO Sales Tax (6.75%)

For group master bills a tax exempt certificate must be on file in advance of your event to ensure tax exempt status. This form must indicate the name of the organization, the tax status and State of Ohio issued tax exempt number for OHIO only. If you are tax exempt from another state DOES NOT qualify you as tax exempt from OHIO. Only charges on the master bill that are paid by the organization through, this association check or organization credit card are allowed to be tax exempt. For an individual's stay to qualify as tax exempt, that individual must have a tax exempt letter specifically identifying them as qualifying for tax exempt status. This document must include the organization name and tax exempt number and identify the person by name. The specific dates the individual is staying must also be listed. Copies of cards simply listing an organization name and tax exempt number are not a valid form of confirming tax exempt status.

There are two valid payment types for individuals to use to be tax exempt. A check or an organization credit card or by billing to a group master account that is established as tax exempt. Personal credit cards can not be accepted as form of payment for a tax exempt stay unless accompanied with a letter stating that the individual is on official business for the specific stay. Tax exempt status will only apply to a bill (or portion of) that is paid by one of these methods.

If upon an audit a tax exempt certificate is found not to be valid, Kalahari Resort reserves the right to collect tax from the individual that stayed at the resort.

#### Local Excise Tax (7%)

All Guests are subject to Local Excise Tax regardless if they are tax exempt for the State of Ohio sales tax.

# Location and Directions

Kalahari Sandusky is conveniently located on US Highway 250 (Milan Rd.), just north of Interstate 80, exit 118.

## From Toledo, OH:

Take I-280 South to Exit 1A the Ohio Turnpike, get on the Turnpike I-80/90 East, exit the Turnpike at exit 118 Rt. 250 Sandusky. Take Rt. 250 West (north) towards Sandusky. Go approximately 2 miles and Kalahari Resort will be on the right.

## From Cleveland, OH:

Take I-90 West to Exit 170 B. Continue to follow I-90 West, it will turn to Rt. 2. Follow Rt. 2 to the exit for Sandusky/Norwalk Rt. 250. Make a left onto Rt. 250. Kalahari Resort will be approximately 1 mile south on the left.

## From Detroit, MI:

Take I-75 South to Exit 208, I-280. Take I-280 South to exit 1A the Ohio Turnpike. Get on the Turnpike (I-80/90) East. Get off the Turnpike at exit 118 - Rt. 250 Sandusky. Take Rt. 250 West (north) towards Sandusky. Go approximately 2 miles and Kalahari Resort will be on the right.

## From Dayton, OH:

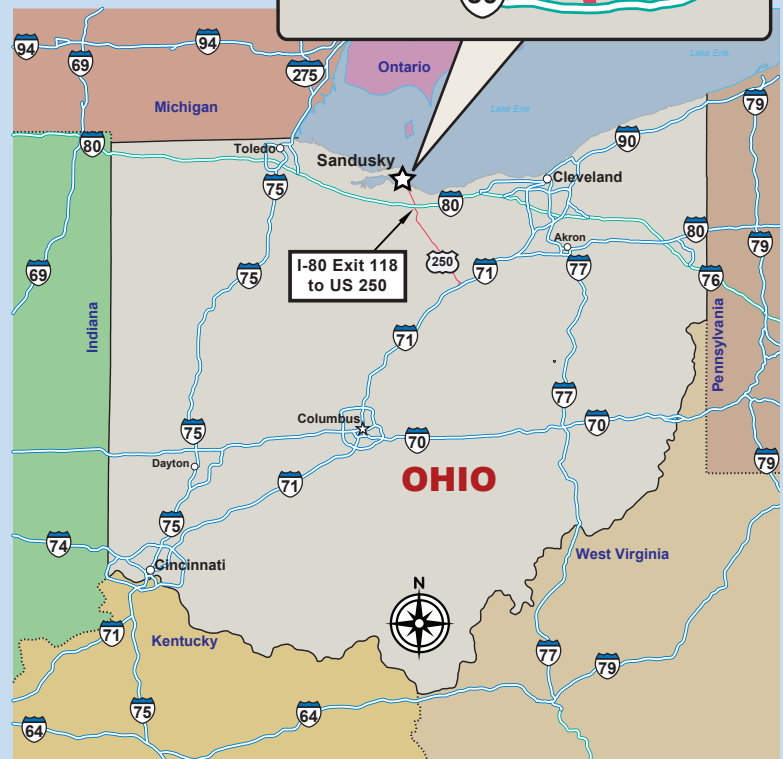
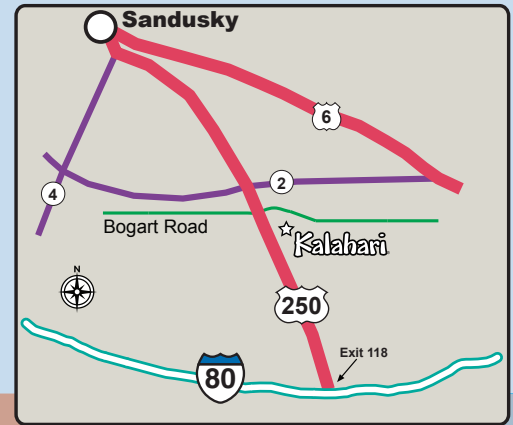
Take I-75 North to exit 195, Ohio Turnpike I-80/90. Take the Ohio Turnpike I-80/90 East. Exit the Ohio Turnpike at exit 118 - Rt. 250 Sandusky. Take Rt. 250 West (north) towards Sandusky. Go approximately 2 miles and Kalahari Resort will be on the right.

## From Cincinnati, OH:

Take I-75 North to exit 169 for Rt. 13 North. Make a Left onto Rt. 13 North. Take Rt. 13 North to Rt. 250 West. Turn left onto Rt. 250 West and travel west to Kalahari, which will be on the right.

## From Indianapolis, IN:

Take I-70 East to exit 33B (I-75 North). Take exit 195, the Ohio Turnpike east I-80/90. Exit the Ohio Turnpike at exit 118 - Rt. 250 Sandusky. Take Rt. 250 West (north) towards Sandusky. Go approximately 2 miles and Kalahari Resort will be on the right.



## From Wheeling, WV:

Take I-70 West (US 250 North) to exit 180 B, I-77 North. Follow I-77 North to exit 87 US-250 West. Follow US-250 West to Sandusky. Kalahari Resort will be approximately 2 miles north of the Ohio Turnpike.

## From Columbus, OH:

Take I-71 North to exit 169 for Rt. 13 North. Make a left onto Rt. 13 North. Follow Rt. 13 North to Rt. 250 West. Make a left onto Rt. 250 West. Follow Rt. 250 West until you see Kalahari Resort on the right. Kalahari Resort will be approximately 2 miles north of the Ohio Turnpike.

# Contact Information

Please call 419.433.7200 and direct your question to the appropriate staff member.

<b>Department</b>	<b>Extension</b>
Business Center	34282
Concierge / Shuttle Services	34283
Group Waterpark Booking (Day parties)	34214
Shipping & Receiving	34067
Menu, Beverage, Meeting Room and Audio Visual	Conference Service Manager
Billing	Conference Service Manager
Contract Questions	Conference Service Manager
Rooming Lists	Conference Service Manager
Security	Conference Service Manager

Please visit [KalahariResorts.com](http://KalahariResorts.com) for online copies of the following documents:

- This entire brochure
- Menus
  - [Banquet](#)
  - [Restaurant Menus](#)
- [Floor Plans](#)
- [Audio Visual Price List](#)
- Exhibit Information (Including shipping and receiving)
  - [Service Order Form](#)
  - [Event Planning Guide](#)
  - [Map and Directions](#)
  - [Recommended Services and Attractions](#)
  - [Policies and Procedures](#)
  - [Direct Bill Application](#)
  - [Credit Card Authorization Form](#)
  - [Spa Kalahari Brochure and Price List](#)